



CITY MANAGER'S OFFICE

The City Manager's Office provides professional leadership and management for a healthy and economically satisfying environment for citizens.

DEPARTMENT GOALS AND OBJECTIVES

1. Maintain occupancy of leased facilities. (Strategic Priority II and III)
2. Complete property transactions within a timely basis. (Strategic Priority III and IV)
 - a. Present offers to purchase in within 14 days.
 - b. Complete transaction negotiations with 60 days.
 - c. Complete special projects within allotted time frame.
3. Facilitate citizen involvement in government. (Strategic Priority IV)
 - a. Provide informative programming on Channel 7.
 - b. Promote and staff DAB meetings.
 - c. Organize additional neighborhood groups.
 - d. Increase citizen knowledge of City government through Citizen Academies.
4. Provide timely responses to requests for information. (Strategic Priority I and IV)
 - a. Days between request and response for information.
5. Enhance legislative support of Council issues. (Strategic Priority II)
 - a. Increase state and federal funding.
6. Enhance community appreciation for cultural arts. (Strategic Priority II)
 - a. Continue arts and cultural funding and process.
 - b. Explore private funding for the arts.
 - c. Expand programming at CityArts.
7. Enhance economic growth and stability through the use of economic incentives. (Strategic Priority I)
 - a. Continue to support GWEDC efforts.
 - b. Aggressively pursue economic development opportunities.
 - c. Enhance job retention and creation as a result of incentive activity.
 - d. Continue supporting downtown revitalization.
8. Provide assistance to facilitate the development process. (Strategic Priority I and IV)
 - a. Decrease the cycle times in the development process.
 - b. Utilize technology to enhance the development process.
9. Enhance marketing and community communication efforts. (Strategic Priority IV)
 - a. Improve internal communication to employees.
 - b. Develop annual report on City services.
 - c. Response to media inquires for information.
 - d. Enhance programming offered on Channel 7.
10. Provide audit oversight of City operations. (Strategic Priority IV)
 - a. Update and review City Regulations.
 - b. Provide training classes on new AR's.
11. Enhance ADA compliance and awareness. (Strategic Priority II and III)
 - a. Develop an ADA advisory board.
 - b. Evaluate all City buildings and facilities for ADA.
 - c. Conduct training sessions for City ADA departmental

PERFORMANCE MEASURES



City of Wichita - Internal Benchmark

Dept. Objective	Program Measure Description	Benchmark	2004 Actual	2005 Projected	2006 Target	2007 Target
1	Leases / leasable properties (excludes cell towers, billboards, and specific use leases).	100%	100%	100%	100%	100%
2a	Offers presented within 14 days of receipt / total offers	100%	100%	100%	100%	100%
3d	Citizen attendance at DAB meetings	284	284	312	343	377
3c	Number of neighborhood groups	380	380	385	390	395
3d	Percentage increase in pre & post testing results of Citizen's Academy participants	40%	N/A	40%	42%	45%
6c	Number of programming participants at CityArts	2,700	2,297	2,570	2,600	2,700
7c	Number of jobs created or retained	1,000	500	1,200	1,000	1,000
9d	Number of hours of new programs on Channel 7	N/A	N/A	6 hr / week	8 hr / week	10 hr / week



RECENT ACCOMPLISHMENTS

- The City Manager's Office continues to pursue technological advancements to improve service. Council minutes and agendas are posted on-line, a new "Develop Wichita" website has been initiated.
- Successful integrated marketing campaigns were conducted with the Aviation Festival and in conjunction with the "Ditch the Drive" low airfare promotion.
- Property Management staff have actively marketed and disposed of surplus property.
- Three year collective bargaining contracts were negotiated with 5 bargaining units.
- An organizational reorganization was implemented, shifting General Government and Economic Development to the Manager's Office, and elevating Human Resources and the Office of Central Inspection into separate departments.
- Began the process of organizational transformation into a high performance organization.

OVERVIEW

The City Manager's Office is comprised of a number of small work groups. The Administrative Services Division includes the Public Information Office, Marketing Services, Intergovernmental Relations, the City Clerk's Office, Neighborhood Services and the Internal Auditor. In addition, Special Alcohol Funds are administered within the division. The Community Development Division includes the Development Assistance Coordinator, Economic Development and Property Management. Finally, the Arts and Cultural Services is included in this department. Property Management, Economic Development and Special Alcohol activities are financed by special revenue funds. The remainder of the City Manager's Office is financed by the General Fund.

DIVISION DESCRIPTION

The City Manager's Office is comprised of multiple divisions and several funding sources. There are three General Fund financed Divisions: Administrative Services, Community Development and Arts and Cultural Services. In addition, Property Management and Economic Development are separate divisions funded by the Property Management Fund and the Economic Development Fund, respectively.

ADMINISTRATIVE SERVICES: This division is a conglomeration of several smaller sections, including Administration, Public Information, Internal Audit, Government Relations/Legislative Services, Marketing, the City Clerk's Office and Neighborhood City Halls. In addition, Special Alcohol Fund monies are administered from this division.

Internal Audit includes an auditor who verifies compliance with policies and agreements and monitors and reviews management practices, including financial transactions.

The Public Information Office (PIO) is responsible for handling the flow of information both within and outside of the City organization. The PIO manages the broadcasting of City Council meetings on Cable Channel 7, public service announcements and television commercials in support of many City programs.

Marketing Services coordinates the City's unified marketing effort. In 2001, the City's marketing programs were honored with the prestigious President's award from City/County Communications and Marketing Association (3CMA), which was the first time in the City's history. This award was received because of the innovative marketing. Specific marketing efforts have included:

- Ditch the Drive campaign
- Economic Development Marketing Campaign
- Summer of Discovery
- Aviation Festival

Intergovernmental Relations serves as the City's lobbying arm, representing the City in Topeka during the legislative session and throughout the year. This section also communicates legislative and policy issues of importance to the federal legislative delegation.

The **City Clerk's Office** is responsible for acting as ex-officio clerk of the City Council, the Board of Bids and Contracts, Staff Screening and Selection Committee, and for preparing minutes of all meetings. Additionally, the City Clerk maintains the official files of the City. The City Clerk's Office has been active in facilitating public access to Council meeting minutes and agendas. Both are currently posted at the City's website. Council minutes are usually posted within days after each Council meeting.

Neighborhood Services provides a direct, decentralized connection between the City organization and the citizens of Wichita, through four strategically located Neighborhood City Halls, and through interaction with the six District Advisory Boards (DAB). Each Council District has a District Advisory



District Advisory Board members discuss local government issues monthly.



Board (DAB) that provides feedback and input on City policies, programs and projects, and assists with issues ranging from the City Operating Budget to specific zoning cases impacting a neighborhood. The boards meet in the evening to provide citizens easy access to local government. Each District Advisory Board develops goals and special projects to directly serve the citizens in their district.

Currently, four Neighborhood City Halls are open and house Community Police and Neighborhood Inspectors, along with recreation, health and library staff. The four locations are Atwater Community Center, Colvin Neighborhood Center, Evergreen Neighborhood Center and Aley/Stamley Community School Center. The Neighborhood City Hall concept affords area residents easier access to City services. The DAB's and Neighborhood City Halls are supported by the Neighborhood Services division of Administrative Services.

ARTS AND CULTURAL SERVICES: This division centralizes several arts and cultural sections previously located in the Park Department. The division is centered around CityArts, which provides art instruction to Wichita residents from a new building centrally located in Old Town. In addition, the cultural subsidies provided to several delegate agencies are incorporated in this division. The Boathouse and downtown visitor's center is also included.



Cowtown receives a base subsidy of \$241,850, budgeted in the Arts and Cultural Services Division.

Subsidies provided to various cultural attractions are funded through the Arts and Cultural Services Division. These subsidies are shown below:

Entity	2006 Adopted
Cowtown	241,850
Kansas African-American Museum	2,330
Mid-America All Indian Center	57,900
Sedgwick County Center for the Arts	6,540
Total	\$308,620

COMMUNITY DEVELOPMENT: This division includes three separate workgroups: Property Management, Economic Development, and Development Assistance. Each group reports directly to the City Manager.

The function of [Property Management](#) is to buy and sell real estate on behalf of the City. Many transactions are necessary to establish right-of-ways for future projects included in the Capital Improvement Program. In some cases, the land being bought is unimproved. However, frequently the land is improved and occupied by businesses or individuals. In the latter case, the office manages the property and collects lease payments from the tenant.

Property Management also directly maintains and manages over 60 leases, and indirectly manages other properties through the use of third-party management companies. In addition, staff oversees the management of two parking garages, 14 surface lots containing a total of 2,800 parking spaces, and the Old Town parking district, the Farm & Art Building (currently housing the Museum of Ancient Treasures), and the Victoria Park Apartments.

Property Management revenues in recent years have consisted mostly of lease payments on acquired property associated with on-going Kellogg improvements and core area sites. As construction progresses, the revenue mix is expected to shift more toward internal service fees (commissions) charged to departments for purchase and sale transactions.

Property Management includes four authorized positions. A vacant Land Management Analyst position is removed from the Adopted Budget. The budget also includes the transfer of \$473,820 from the Property Management Fund to the General Fund. This non-recurring transfer will "repay" the General Fund for funds provided in 1997 and 1998, when the Property Management Fund was being formed.

The [Development Assistance Center](#) (DAC) serves as the initial point of contact for real estate developers. Over the past 10 years, it has implemented and sustained major cycle-time and cost-cutting measures in addition to customer service improvements to benefit the industry. The DAC provides leadership in implementing these and other successful improvement strategies throughout the organization to enhance the City's performance, financial efficiency and service delivery to citizens. This DAC also provides oversight and coordination of the City's role in public and public/private development projects.

The [Economic Development](#) staff coordinate the economic development activities of the City, working to attract new businesses and retain existing businesses by developing and arranging innovative special financing. Financing tools include the issuance of Industrial Revenue Bonds (IRB), the use of tax exemptions, and the use of Tax Increment Financing. Revenues are derived primarily from administrative charges on IRB issuances. In addition, the General Fund augments Economic Development Fund resources.



The budget includes the transfer of funding to provide up to \$1 million annually for economic development incentives. These funds will be transfers from the General Fund to the Economic Development Fund.

Economic development activities are pursued by partnering with private business and take many forms. One form of partnering is Industrial Revenue Bonds financing, which facilitates job creation and retention while providing qualified businesses with a tax exemption on equipment and facilities financed with the bond proceeds. IRB financing also allows businesses to finance expansion at a lower interest rate than is otherwise available. Currently, over \$3.8 billion is outstanding in IRBs.

Another form of financing utilized to generate economic growth is Tax Increment Financing (TIF). The Economic Development Office oversees the creation of TIF districts to stimulate economic growth by allowing an increase in assessed valuation (and the resulting increase in property taxes) to be directed exclusively towards redevelopment purposes. Tax Increment Financing districts have been utilized to revitalize the 21st and Grove area, to finance improvements to Old Town, Hillside and Central developments, and to encourage the development of the East Bank area. The City's newest TIF will be at Kellogg and Oliver. Each TIF has stimulated long-term economic viability.

FINANCE AND OPERATIONS

The City Manager Office total budget exceeds \$8 million. Of this, over \$3 million is financed from the General Fund supporting 19 positions. The Economic Development Fund supports three position and includes \$1 million budgeted annually for incentives. Expenditures from the Property Management Fund support three positions. The Special Alcohol Fund use is mandated by state statute. Expenditures are for contract administration, and contracts with delegate agencies to provide treatment services. No personal services are charged to this budget.

FUTURE CHALLENGES

- Increase use of technology to enhance productivity and enhance citizen access to government.
- Create a more flexible work force through increased training and cross-training opportunities.
- Continue to develop successful integrated marketing campaigns and develop an annual report to better communicate the various services available from the City.
- Manage an increasing portfolio of real estate within existing resource levels.
- Continue the organizational transformation efforts into the high performance organization.
- Increase citizen involvement and participation.
- Increase support from legislative members for City proposed legislation.
- Continue to promote economic growth and stability.

City Manager's Office Budget Summary

	2004 Actual	2005 Adopted	2005 Revised	2006 Adopted	2007 Approved
Personal Services	1,903,115	2,356,080	2,409,180	2,427,560	2,554,580
Contractual Services	6,216,314	3,998,850	7,492,970	4,716,180	3,937,270
Commodities	36,155	57,020	59,500	60,500	60,500
Capital Outlay	0	450,000	200,000	200,000	0
Other	866,029	1,729,600	1,426,180	1,615,000	1,141,180
Total Local Expenditures	9,021,613	8,591,550	11,587,830	9,019,240	7,693,530
General Fund	2,555,356	2,867,370	3,022,430	3,734,420	3,139,970
Economic Development	3,385,483	1,740,690	5,570,580	1,787,100	1,803,450
Property Management	1,745,246	2,252,670	1,383,570	1,861,740	1,194,130
Special Alcohol	1,335,528	1,730,820	1,611,250	1,635,980	1,555,980
Total Local Expenditures	9,021,613	8,591,550	11,587,830	9,019,240	7,693,530
Total full-time positions	35	35	34	34	34
Total part-time positions	1	1	1	1	1
Total FTE positions	35.5	35.5	*34.5	34.5	34.5

**The 2005 budget eliminated one vacant Land Management Analyst position.*

For additional information on the City Manager's Office visit <http://www.wichita.gov/>!